



DHSS SNAPSHOT

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Director's Message

Flu season is here and as the cold weather sets in and more people stay indoors, the risk of getting the flu increases.

Influenza (also known as the flu) is a contagious respiratory illness caused by flu viruses. The flu is different from a cold. The flu usually comes on suddenly. People who have the flu often feel symptoms such as fever, sore throat, headache, fatigue and body aches.

Flu vaccine is your best protection against the flu. Even healthy people can get the flu and it can be serious. Annual vaccination against flu is recommended for all people six months of age and older unless they have a condition or medical reason not to get the vaccine. People at high risk of serious flu complications should receive the flu vaccine. Those at high risk include young children, pregnant women, people with chronic health conditions like asthma, diabetes or heart and lung disease and people 65 years and older.

Babies younger than 6 months are too young to get the flu vaccine, but are at higher risk for complications and death from flu. For children younger than 5 years of age, and those with chronic health conditions like asthma and diabetes, getting the flu vaccine is important to avoid pneumonia and other serious flu complications that can lead to hospitalization and even death. Those who provide care to babies, young children, the disabled and the elderly should also get vaccinated to help ensure that they don't spread the infection.

The flu can be easily spread from person to person by coughing, sneezing and touching surfaces or objects contaminated by the flu virus then touching the mouth, eyes and/or nose. Washing your hands and staying home when you are ill is also a critical part of preventing the spread of the flu.

Flu vaccine cannot give you the flu. Flu vaccines contain killed or weakened viruses that cannot cause illness. If someone experiences flu-like symptoms soon after getting vaccinated, it can mean that person was exposed to the flu or a flu-like illness before being vaccinated.

To find a clinic near you go to: <http://gis.dhss.mo.gov/Website/Influenza/fluClinic.html>. Flu vaccine can help protect you from getting the flu and can protect those around you.



Director Margaret Donnelly receives the flu vaccine.

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State Lab Steps Up to Show-Me Challenge

by Charisse Pappas, public information coordinator, Office of Public Information



Laura Naught, the state laboratory's quality systems officer, holds a pipette, an instrument used to measure liquid.

Changes at the State Lab:

- Engaged a quality improvement organization to determine organizational strengths and action steps to enhance customer satisfaction and overall performance
- Developed a performance improvement plan
- Identified strategies to improve workforce engagement, internal processes and the aggregation of customer data
- Improved employee workforce satisfaction and engagement by reducing the "silo effect," where units operate independently of each other

The Missouri State Public Health Laboratory is stepping up efforts to improve performance and communication. They recently produced an E. coli video that won fifth place in a national competition. They also give tours of what they do – to each other.

The laboratory's desire to enhance performance prompted it to participate in the Show-Me Challenge, a guided self-assessment tool that gauges an organization's strengths and indicates where improvements are needed. Created by the Excellence in Missouri Foundation, the tool gave the laboratory high marks for a well-trained workforce and a management team that continually focuses on improving laboratory services. Those services include performing about five million annual tests for infectious diseases, genetic disorders and environmental health concerns to keep Missourians safe.

The tool also revealed that the laboratory could improve workforce satisfaction and engagement; reduce the silo effect in which its 14 units operate primarily independent of each other; improve its customer and internal data-collection processes; and, improve and deploy its strategic plan.

Armed with those results, the laboratory developed a performance improvement plan. That plan includes strategies and action steps to increase performance, and methods to measure any increase. To increase employee engagement, for instance, all employees can access executive management meeting minutes rather than learn about meeting outcomes through an e-mail from their unit managers.

"Learning what's going on in your organization through e-mail is not the most effective way to communicate," says Laura Naught, the laboratory's quality systems officer.

For the first time, employees are also participating in a survey to assess their satisfaction and communication needs. And the laboratory's 14 unit managers give tours to employees to explain what each unit does.

"It's all in an effort to break down the silo effect," Laura explains.

Laura also credits the Show-Me Challenge with encouraging employees to create "Outbreak Shutout," the video that won fifth place in a national competition sponsored by the American Society of Clinical Pathology.

The laboratory was able to contract with the Excellence in Missouri Foundation through funding from the Centers for Disease Control and Prevention's National Public Health Improvement Initiative.

Special Recognition from fellow Missourians

A new section has been added to the Snapshot recognizing individuals who have gone above and beyond the norm assisting the citizens of Missouri. If you or know of a staff member that has received special recognition for going the extra mile, please send it to Lori.Buchanan@health.mo.gov.

“Recognizing employees and extraordinary work of the Missouri Department of Health and Senior Services should not go unnoticed.”

Margaret Donnelly, director

Susan,

Much has been written about state employees and their lack of cooperation. I have always felt that those who wrote such articles chose to pick out the one possibly “bad apple” in the barrel and portray that one as being typical of the whole bunch. My conversation with you today has confirmed that feeling. Your friendliness, helpfulness and attitude exemplify the kind of excellent service I have obtained from individuals in various state agencies over the years. You are a credit to the agency for which you work. I will take the liberty of doing the same thing that some writers do but in reverse. I will hold you up as an example of the kind of state employees we have in Missouri: helpful, pleasant and hard working.

Thank you for your help.



“My conversation with you today has confirmed that feeling. Your friendliness, helpfulness and attitude exemplify the kind of excellent service I have obtained from individuals in various state agencies over the years.”

“This was a great example of public health protection not only in Jefferson City, but for the State of Missouri.”

Mark, Russell, Ellen, Craig, Eric, Nancy and Rachelle of the Bureau of Environmental Health Services,



I would like to thank everybody who participated in the October 23, 2012 water emergency in Jefferson City. It was great to see the support and response by all agencies. It is nice to know that when things go bad quick there is a support team out there to help with these types of situations. This was a great example of public health protection not only in Jefferson City, but for the State of Missouri.

Department of Planning and Protective Services
The City of Jefferson

2012 Third Quarter Director's Team Award

Congratulations Accounts Payable Unit - the recipient of the Director's Award for Meritorious Team Effort for the Third Quarter. The Accounts Payable Unit processes employee expense accounts and vendor payments.

The unit makes processing expense accounts its number one priority to ensure DHSS employees are not financially burdened by having to wait a long time to be reimbursed for job-related expenses. Because processing expense accounts comes first, a backlog of vendor payments tends to accumulate each fiscal year – necessitating overtime to clear the backlog.

A study determined that an overhaul of how expense accounts were processed offered the best hope for productivity improvements. If expense accounts could be processed faster, then staff would be free to devote more time to processing vendor payments.

Expense account forms were being checked by both Account Clerks and Accountants. Instead of both positions checking all of the items on the forms, Accounts Payable staff developed an expense account verification checklist of the items to be reviewed by the Account Clerks and the items to be reviewed by the Accountants.

Accounts Payable staff began using the expense account verification checklist to streamline the processing of expense account reports in December 2011, and the results were a dramatic improvement. Because of the productivity gains realized through this initiative, there was no backlog of vendor payments to be processed at the close of the fiscal year. That meant staff were not required to work overtime for the first time in many fiscal years, which in turn meant cost savings for the state.



Department Director Margaret Donnelly and Division of Administration Director Brett Fisher honor the Accounts Payable Unit Team at a reception this summer at the Prince Hall Building, St. Louis. Team members include Deanna Tillison, Renee Godsey, Justa Brendel and Trish Woemmel. (Back row, l. to r.) Dawn Schaperclaus, Yvonne Tordoff, Lisa Miller and Tim Oligschlaeger.

2012 Fourth Quarter Director's Team Award

Congratulations Child Care Regulation and Child Care Immunization Team for your Director's Award for Meritorious Team Effort for the Fourth Quarter.

According to the 2009 National Immunization Survey, Missouri's immunization rates dropped from seventh in the nation to last on the National Immunization Survey for children aged 19 to 35 months. In light of this survey, in October 2010, the Bureau of Immunization Assessment and Assurance and the Section for Child Care Regulation collaborated to develop an extensive plan to improve the immunization rates of preschool children in Missouri. Although child care regulations require reviewing medical records for immunization, the SCCR licensing staff had no training on vaccine requirements or immunization timings. The BIAA spent the following year training SCCR staff on how to screen the content of children's immunization records.

Concurrent with the training that occurred with the Section for Child Care Regulation, the Bureau of Immunization Assessment and Assurance developed a standardized training for child care providers and parents on the importance of immunizations and how to read immunization records. Child Care Health Consultant nurses located within Local Public Health Agencies offered this training to parents and child care providers.

Through this collaborative effort, staff of BIAA and SCCR screened approximately 11,000 immunization records of children in child care during the first quarter of 2012. In this review 10,000 children were found to be adequately immunized. A list of team members can be found at: www.health.mo.gov/information/news/snapshot/2012-4thQuarterTeamMembers.pdf.

SLCR Staff Receive Recognition for Changing the Culture in Long Term Care

Missouri Department of Health and Senior Services Section for Long Term Care Regulation (SLCR) is part of the leading edge of culture change. Matt Younger and Sam Plaster of SLR were recently recognized for their achievements in training and working with surveyors and providers of the long term care industry.

Matt Younger was chosen as a recipient of LeadingAge Missouri's Distinguished Service Award. This award recognizes an individual, researcher, educator, facility, institution of higher learning, association or other organization that has made an outstanding contribution to the welfare of older persons in the area of research, education, communications and public policy.

In his role as the administrator for the Section for Long Term Care Regulation, Matt has made numerous contributions to improving the quality of life for Missouri's longer term care residents. One of the most significant contributions has been the support of the culture change movement. Matt continues to build stronger relationships between surveyors and providers who are focused on person-centered care.

Matt comes to the Department of Health and Senior Services from years of experience working in the nursing home industry. Matt started working as a certified nursing assistant and certified medication technician for Tiffany Heights in Mound City then worked his way up to the position as the administrator of Oregon Care Center.

Recognizing the benefits of the culture change movement and the need for strong leadership from the state's survey team, Matt appointed Sam Plaster as the nation's first ever State Culture Change Coordinator. Sam provides culture change training and presentations to stakeholders throughout the state. He also visits long term care homes and coordinates the Section's Culture Change blog page. Sam also serves as regulatory advisor to the Board of Directors to the Missouri Coalition Celebrating Care Continuum Change and as regional representative coordinator.

Because of Matt and Sam's leadership, the Missouri Department of Health and Senior Services is leading the charge and setting the standard to culture change across the nation.



Matt Younger



Sam Plaster

Culture change in long-term care--the transformation from institutions, where care is provided according to the dictates of the caregiver and the facility schedule, to homes where assistance is provided according to the needs, choices, and schedules of individuals who live there. The core person-centered values of culture change are choice, dignity, respect, self-determination and purposeful living.

DHSS Honored for Excellence in Public Health Communication

The Missouri Department of Health and Senior Services won a bronze award for excellence in public health communication in the newsletter category for the Rural Spotlight, a newsletter produced by the Office of Rural Health and the Office of Public Information. The top honor comes from NPHIC, a national organization for public health communication professionals.

The newsletter was judged based on overall presentation and impact, writing, use of images and organization of content. To view the winning entry go to: <http://health.mo.gov/living/families/ruralhealth/pdf/winter12.pdf> or <http://www.nphic.org/conferences/2012/awards-for-excellence>, click on newsletters.

The Rural Spotlight is targeted to rural Missourians and is sent to approximately 4000 rural day care providers, hospice, home health agencies, long-term care providers, hospitals, rural health clinics, fire departments, ambulance districts and contractors of the Office of Primary Care and Rural Health.

DHSS Employee Receives Extraordinary Opportunities to Study Abroad

Penny Williams, STD testing program coordinator for the Bureau of STD, HIV and Hepatitis, was recently one of six students from the University of Missouri – Columbia chosen to participate in the International Comparative Rural Policy Studies Program (ICRPS) in Quebec, Canada. The overall theme of the 2012 program was “Governing Sustainable Rural Futures”. As part of the practicum for her master’s degree in Public Affairs, Public Administration, she spent 16 days studying Rural Economic Development in Quebec (QC) along with other graduate students, doctoral students and professors representing 10 universities from Europe, the United States, Canada and Mexico. This consortium of graduate and doctoral students brought various skills and areas of expertise to the study program, and they also served as a “think-tank” for generating fresh ideas related to rural economic development and public policy.

During ICRPS, Ms. Williams traveled from Montreal, QC up the eastern coast, as far north as Baie-des-sables, QC to visit and learn about various rural communities and public agencies in the region. Areas of concentration included such things as economic development, sustainable energy, climate change, sustainable rural and coastal communities, rural inequalities, poverty, healthcare, etc. As part of the ICRPS experience, this group was also responsible for compiling research and generating “fresh ideas” for a report to be presented to the government of Quebec for consideration for their upcoming new rural policy initiatives. Penny’s area of focus as part of ICRPS included, exploring the challenges in access to healthcare in rural areas and a comparison of Quebec’s rural healthcare policies with those of the United States.

“Quebec is sparsely populated with much of the Region’s inhabitants living in the more urban areas; however those citizens who live in rural areas face challenges in accessing healthcare similar to those faced by rural Missourians,” said Penny.

Penny also had the opportunity to participate in a study abroad course during pursuit of her master’s degree when she traveled to Brussels, Belgium during January 2012. The study group also included PhD, graduate and undergraduate students, as well as two University of Missouri-Columbia professors. The group visited various government agencies and studied the history of the European Union (EU), a political and economic union of 27 sovereign European states. During the time in Brussels, the group focused on current EU governmental policies and economic challenges currently faced by the EU. Penny’s research as part of this course compared policies related to HIV prevention and care between the US and the EU.

“Both trips were experiences of a lifetime,” said Penny.

“These opportunities not only allowed me to learn more about foreign and domestic policy, but they also gave me the chance to experience unique cultures and meet people from all over the world. I am hopeful that the skills I obtained during these experiences can be utilized in my career in public affairs.”



Penny Williams (middle with Missouri Tigers shirt) spent 16 days gathering research and developing a report to present to the government of Quebec, Canada to help officials develop new policies to improve rural economic development in Quebec. Penny is the STD testing program coordinator in the Bureau of HIV, STD and Hepatitis.



Grand Palace in Brussels, Belgium

Bureau of Vital Records Receives Advocate Award

The Bureau of Vital Records (BVR) Amendment Unit was presented with the Advocate Award at the 35th annual conference of the Missouri Child Support Enforcement Association (MCSEA) in September.

Representatives of the state Family Support Division (FSD) presented the award to the unit on October 18.

Committed to improving child support enforcement for the benefit of children and parents, MCSEA makes this annual award to an individual or group in recognition of supporting the association's goals.

Per a statement in support of BVR's nomination, "The Bureau of Vital Records is a strong and ongoing supporter of the association's goal of helping Missouri's children.

"Their timely attention to the processing and posting of birth records is vital in our work of establishing and enforcing child support orders."

The statement also noted that BVR provides prompt response to regular requests, and is also most accommodating when special requests arise. BVR actions can allow FSD to make sure support will be obtained for a family in need, a service member can enroll a child in an insurance program, or a single father can enroll his child in pre-school, among other events that many take for granted.

"BVR is truly an active advocate and vital partner in the work of the child support enforcement community and is worthy and deserving of our recognition," the nomination concluded.

MCSEA is a non-profit organization comprised of child support enforcement professionals from across the State of Missouri.



Members of the Bureau of Vital Records Amendment Unit include: Front row, left to right: Lynn Turnbow, Natalie Morris, Samantha Griffin and Rachel Foster. Back row, left to right: John Mier, Stephanie Martin, Department of Social Services Family Support Division Alice Risse, Mary Jo Dunn, Amanda Crouch, Jessica Witt and Lana Wong. Not pictured are Karen Dysart, Norma Martin and Kathy Sayles.

Brenneke Honored for Head Injury Work

Lori Brenneke recently received the National Association of State Head Injury Administrators (NASHIA) Katie Cash Award for her efforts and contributions to the Association's achievements and growth. NASHIA assists state government in promoting partnerships and building systems to meet the needs of individuals with brain injury and their families. Lori has shown exemplary ability to lead others, foster innovative thinking and see opportunities when available.

Susan L. Vaughn, Lori's nominator wrote:

"As is increasingly common in State government, she has assumed more State duties, such as staffing the MO Head Injury Advisory Council, coordinating the Missouri Adult Head Injury Program, and project director for the HRSA TBI Grant, yet has dedicated time to further the work of NASHIA... Lori puts forth energy and support to NASHIA's mission to help States to improve service delivery."



DHSS Surpasses Charitable Campaign Goal by \$7,000

Missouri Department of Health and Senior Services sets the pace for other agencies in surpassing its goal for Missouri State Employees Charitable Campaign. This year the department raised \$62,275.31, an increase of \$7,197.56 over last year.

"DHSS employees are amazing," said Tammy Maasen, this year's Charitable Campaign coordinator. "Even in these lean times they rose to the occasion to give to those in need."

Beyond contributing monies to the Campaign, DHSS employees also donated canned and dried foods and non alcoholic beverages for the Central Missouri Food Bank. This year the department raised 1,248 lbs of food and 27 backpacks, compared to 282 lbs of food and 24 backpacks.

Entertainment during the kickoff was provided by the Special Learning Center, one of 10 charities that presented during the kickoff celebration. Employees were then encouraged to visit charity representatives and their exhibits. In all, 1,069 charities participated in this year's Charitable Campaign.

"No amount of giving is insignificant in the big picture, give what you can" said Tammy. "Every little bit helps those in need in our local communities, statewide and nationwide. One day it may be you, a neighbor or a family member that experiences a rough time that your donation ends up helping."



Charitable Campaign Comparisons for 2011 and 2012

	2011	2012
Pledge cards	50,956.01	\$59,139.32
Jean Day	\$2,252.05 (2 jean days)	\$1,184.75
Silent Auction	\$1,543.39	\$1,438.66
Penny Wars	\$277.90	\$560.58
Buddy Pack	\$40.00	
Miscellaneous	8.40	
Total	\$55,077.75	\$62,323.31

DHSS raised 1,248 lbs of food and 27 backpacks for the Central Missouri Food Bank.

The Special Learning Center provided entertainment during the Charitable Campaign kickoff celebration. They were one of 10 charities that presented during the kickoff celebration.

Missouri State Fair

Food Safety -- A Top Priority

Director Margaret Donnelly and Deputy Director Gail Vasterling joined environmental public health specialists while inspecting food booths and catered events during the Missouri State Fair. DHSS inspectors were present every day to ensure safe food handling practices, including hygiene, preparation, and storage were utilized by the Fair's 127 food vendors.



Above: Keeping food safe at the State Fair include Ann Winkler, environmental public health specialist V; Margaret Donnelly, director, Ellie Glenn, legislative liaison, and Sheryl Butler, coordinator for community and constituent relations. Second row: Rachelle Kuster, environmental public health specialist V; Dusty Johnson, environmental public health specialist V; Eric Hueste, environmental public health specialist V and Gail Vasterling, deputy director. Top right, Dusty Johnson checks the chlorine residual of a sanitizer solution. Right, Brittney Hooper performs a temperature check on a food item that is being prepared.



Seniors Enjoy a Day at the Fair

Seniors from around the state gathered for "Senior Day" at the Missouri State Fair. Seniors enjoyed a day of education, dancing and Bingo. Each year the Division of Senior and Disability Services coordinates the event and recruits volunteers to assist with activities.



Hilliard Honored as State Employee of the Month

Sharilyn Hilliard was honored as August State Employee of the Month during a ceremony on September 25 in the Governor's Office at the Missouri State Capitol. Sharilyn is a child care facility specialist, Section for Child Care Regulation. Sharilyn volunteered to become a trainer to educate child care providers about emergency preparedness, how to write and implement an emergency plan, and draft such a plan to meet each provider's individual needs. After a

tornado touched down in Sedalia on May 25, 2011, Sharilyn contacted her facilities in Pettis County to assure the safety of the providers as well as the children in their care.

Read more on Sharilyn's DHSS EOM at: <http://health.mo.gov/information/news/snapshot/May-Jul12.pdf> (page 9).



Employees of the Month



Sidney Wilde

Sidney Wilde, public health consultant nurse, is July's employee of the month. Sidney has recently taken on a larger share of managerial duties for the Show Me Healthy Women Program.

Sidney took the lead in reviewing and approving the program's medical reporting forms, which guarantee on-time provider payments. She also ensured the program's provider contracts were approved on time.

Sidney performed all those duties in addition to her role as regional program coordinator for Show Me Healthy Missourians.

Sidney's extra duties did not stop there. She helped write grants for Show Me Healthy Women, developed outreach materials and initiated contract amendments for providers who needed additional funding.

Sidney and her husband, Morris, live in St. Elizabeth. They have seven children, ranging from college age to 23 months old. She enjoys attending her children's sports and school activities, reading, and fishing on the lake where they live.

EOM continued from page 11



Laura "Gail" Ponder

Laura "Gail" Ponder was honored as August's employee of the month. Gail is a health representative for the Office of Primary Care and Rural Health. Reorganization and staff changes in that office led Gail to double her workload. She administered PRIMO, a program that issues loans to primary medical, dental and nutritional students in exchange for those students agreeing to work in Missouri's underserved areas upon completion of their training.

Gail administered the program in addition to her role as coordinator of the Nurse Student Loan and the Nurse Loan Repayment programs.

"Gail is a true team player. She exemplifies the qualities and capabilities of the highest level DHSS employee," said Ben Harvey, chief of the Office of Primary Care and Rural Health.

Gail lives in Russellville with her husband, Ed. They have six children. She enjoys spending time with them, riding her Harley, gardening and reading Agatha Christie mysteries.



Roxanne Schulte

Roxanne Schulte, a health program representative for the Bureau of Hospital Standards, is September's employee of the month. Roxanne volunteered to act as the primary office support for a task force charged with reviewing and updating Missouri's hospital regulations. Task force members included staff from DHSS, the Missouri Hospital Association and numerous other state agencies and boards.

"From the beginning, Roxanne showed her commitment to this venture and expended efforts well beyond her normal job expectations," said Donya Lowrie, chief of the Bureau of Hospital Standards. "She worked tirelessly while continuing her regular duties as the bureau's administrative office support assistant and office manager."

The Missouri Hospital Association applauded Schulte's efforts, as did the Missouri Board of Pharmacy and other task force members.

Roxanne lives in Marys Home with her husband, Mike. They have three children.



Marcia Mahaney

Marcia Mahaney, a fiscal liaison, was honored as October employee of the month. Mahaney volunteered to manage the budget and payroll for programs that address access to health care and the health care needs of women and minorities. She took on this job after she was already performing financial oversight for the Director's Office and the Division of Administration.

"Marcia's willingness to volunteer to provide additional fiscal oversight is especially noteworthy," said Bret Fischer, director of the Division of Administration. "Two different individuals used to provide such oversight for our division and the Director's Office, so Marcia was already responsible for more work than her predecessors."

What's more, Mahaney had to quickly learn how to apply for complex grants for the additional programs.

Marcia lives in Tebbetts with her husband, Stacy. They have two sons. She enjoys spending time with her family, teaching children's programs at church, camping and reading.